

Local Area Coordination in Action



Rajeev Nath is the Local Area Coordinator for the Arboretum Ward of Derby.

Rajeev talks about how he supported Suman after she contacted him at Peartree Library.

Suman approached me at the library and asked if I could help her. She explained how her life around her began to break down, first her health and then her relationships. One thing led to another and eventually she lost her job.

Suman said she was staying at her parent's house with her two children and although she had help from her children in the evenings, she had started to struggle with daily routines. She had started to have paid support with meal preparation and getting dressed.

Suman really appreciated the support she received but managing that support wasn't always easy. Sometimes support workers would turn up late or not at all, which had a great impact on her daily life. As a result, Suman now has mental health problems and is receiving some additional support for this.

Initially it was very difficult to talk to Suman about her life but we just took things at her speed, in a way that helped her to feel in control. Over a few weeks, Suman became more comfortable to share with me the story of her life and started thinking about how we could find ways of getting her life back on track.

We talked about her positive vision for the future, her interests and passions as well as her skills and gifts.

One urgent issue for Suman was to find another place to live with her children and feel more independent. We worked together and went to the Housing Office to find potential properties to view. This required form filling and negotiating with the Housing Office. It wasn't easy and took some time but together, we found Suman a new home.



Whilst there are still some more challenges to overcome, Suman has said she feels that because of my support, she feels more in control of her life and confident about the future.

With her boost in confidence, Suman has now chosen a new support provider for her care needs and feels a lot more independent.

It was really important for me to take the time to listen, learn and support Suman to find practical ways to move forward. I would like to thank Suman for allowing me to share her story.

"I cannot overemphasise how Rajeev, my Local Area Coordinator, was able to step in at the right times with the right support – without which I believe I would still be struggling.

I felt that I had someone walking alongside me and that gave me sufficient encouragement to deal with all the issues without breaking down.

For me, the Local Area Coordinator is the frontline customer service face for the local authority, supporting easier access and one point of contact for many issues a person could not possibly manage on their own."

Suman Gupta